

Mason Sinner

Software Engineer

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Tech-driven professional with a background in software engineering and IT support. Skilled in JavaScript, TypeScript, React, Node.js, and SQL through the Coding Temple Full Stack Development bootcamp. A dedicated problem solver, passionate about pushing technological boundaries to enhance user experiences. Thrives in collaborative environments and embraces challenges with a persevering spirit.

TECHNICAL SKILLS

Technologies: JavaScript, TypeScript, ES6, HTML5, CSS3, React, Node.js, SQL, Postgres, Python

Tools: Git, Postman

Techniques: Agile Development, Test-Driven Development, Incident Management, Customer Relationship Management, Leadership

Certifications: Coding Temple - [Full Stack Software Engineer](#), Google IT - [IT Support Fundamentals](#),

EDUCATION

Coding Temple Software Developer	06/2023
<ul style="list-style-type: none">Intensive Full Stack Development bootcamp with a focus on modern technologies and best practices.In-depth training in JavaScript, TypeScript, HTML5, CSS3, React, Node.js, SQL and Git.Hands-on experience building and deploying web applications and RESTful APIs.Graduated with over 100% exceeding expectations on assignments	
Google IT IT Support Fundamentals	01/2022
<ul style="list-style-type: none">Linux, Troubleshooting, Customer Support, Computer Repair	

SOFTWARE DEVELOPMENT PROJECTS

Cloud Ninjas (Shopify Store): [\[view\]](#)

- Improved sales via SEO optimization
- Updated products, and descriptions based on new inventory
- Added news blog posts as needed
- Optimized website UI via Shopify Liquid

Advanced Ticketing Solutions (Full Stack Project): [\[GitHub\]](#) (Ongoing)

- Designed and developed a user-friendly ticketing system using React and TypeScript for the front end, Flask to connect to a Postgres database, and Flask-SQLAlchemy for data management.
- Implemented user authentication and registration functionalities, allowing companies and users to sign up, log in, and manage their accounts securely.
- Created a role-based access control system, distinguishing between customers and agents, each having specific ticket management permissions.
- Structured a relational database with Postgres, enabling seamless ticket tracking and association between users and their tickets.
- Enabled agents to troubleshoot and update tickets, while customers can only submit and view their tickets.

EXPERIENCE

Coding Temple / Software Developer (Remote)	04/2023 - 07/2023
<ul style="list-style-type: none">Hands-on experience in web development, building and deploying web applications, and creating RESTful APIs.Front-end libraries and frameworks, collaborative practices such as pair programming, and problem-solving through projects.Developed interactive and responsive user interfaces, incorporating industry best practices and coding standards.	
Tech Trade Solutions / Server Technician (Houston, TX)	01/2023 - 03/2023
<ul style="list-style-type: none">Configured servers to meet customer specifications, resulting in a 95% customer satisfaction rate.Conducted regular diagnostics, identifying and resolving hardware issues, resulting in a 30% decrease in hardware-related incidents.Implemented inventory management system, reducing stock discrepancies by 20% and optimizing stock levels.	
Department of Transportation / Tier 1 IT Technician (Remote)	06/2022 - 01/2023
<ul style="list-style-type: none">Achieved a 90% resolution rate for user issues through effective troubleshooting and remote support.Collaborated with cross-functional teams, achieving a 20% reduction in escalations to higher-level support.Proactively resolved tickets assigned in Remedy, meeting or exceeding SLAs consistently.	
WhiteWater Car Wash / Shift Supervisor (Cypress, TX)	01/2021 - 06/2022
<ul style="list-style-type: none">Fostered a cohesive team environment with wash promotions, resulting in a 200% increase in membership within the first year.Improved wash quality and incident response, leading to a 15% increase in customer satisfaction.Forecasted daily cars ran and water usage, minimizing waste and reducing operational costs by 5%.	